Customer Advisory Board
April 14, 2010
James R. Larson Forum Building Boardroom
605 11th Avenue SE
Olympia, Washington

Members Present:

Kit Bail, DOC	Cathy Munson, LSC
Jim Eby, DFW	Christy Ridout, L&I
Steve Freymond, PRT	Grant Rodeheaver, WSDOT
Lynda Gee, PARKS	Mellissa Rohwedder, DIS
Carl Harris, AGR	Vikki Smith, DOR
Andy Hill, ATG	Debbie Stewart, ECY
Keith Kawamura, GA	Rob St. John, DSHS
Marla Kenfield, OST	Peter Tamayo, OSPI
Bill Kehoe, DOL	Tony Tortorice, DIS
Lynne McGuire, OFM	Frank Westrum, DOH
Tom Muehleisen, MIL	Gary Wilkinson, COMMERCE

Guests:

Jim Albert, DIS	Jeff Kiper, DVA
Sally Alhadeff , DIS	Marty Knorr, WSP
Kara Durbin, House	Connie Robins, DIS
Brian Gillespie, UTC	Gretchen Zatarain, BIIA
Sue Gordon, DRS	

Unisys Presentation

Jeff Gilmer, with Excipo, provided a presentation on the Data Center review. He provided an overview of the methodology and process to conduct the data center assessment and agency transition. He discussed the client deliverables and the assessment process for current data center operations and facilities. Mr. Gilmer also covered industry trends and a data center maturity model. He said that the critical question was how to maximize the data center based on current agency operations. He explained that the contract should deliver strategies to facilitate the migration of agencies to the new data center and to take into account individual agency risks, opportunities, and costs. The assessment process will initially provide a draft document for each agency a review the assembled information and validate the recommendations. Agency assessment will include executive, management, and financial summaries.

CAB members discussed the financial summary and the assumptions used to develop the summary. Specific concerns focused on resource needs to support the up-front investments and cost to support the transition. The members expressed a strong desire to ensure timely, accurate, and consistent communication and that expectations be set appropriately regarding timing, costs, savings, and services. CAB members commented on the unfunded resource requirements required to support the assessment.

Tony Tortorice suggested that the Department of Information Services (DIS) use the Information Technology (IT) Transformation

website to assist in collecting and documenting the time and resources agencies are expending as part of the assessment process.

Update from State CIO   Mr. Tortorice reviewed major areas contained in ESHB 3178 regarding the creation of efficiencies in the use of technology in state government. He specifically discussed :
- Cost savings;
- Review of IT Governance;
- IT budget transparency; and
- Asset management.

CAB members discussed the assumed cost savings associated with the Bill and expressed concerns regarding the distribution of possible cost reductions across accounts, programs, and operations. Mr. Tortorice indicated that DIS and the Office of Financial Management were working on the process and assumptions to achieve the saving and that an updates would be available on the IT Transformation website within the next two weeks. He also added that DIS is hiring a consultant to identify appropriate and effective savings across the enterprise and making these services available to interested agencies.

Shared Services Update   Status reports were provided by the following members on the following shared services:
- Jim Eby – Desktops;
- Debbie Stewart - Server management; and
- Andy Hill – Email.

All three reported progress on the "to be" scoping activities and efforts to pilot or conduct proof of concept activities. The work products will be ready for comment by the members in late May. CAB members commented on the additional unfunded resource requirements needed to move the shared service initiatives forward.

Future Agenda Items   Future agenda items suggested included:
- Implementation of ESHB 3178 and leveraging of efforts.
- Executive Steering Committee Update.
- CAB Charter.